

Property Maintenance Initial Response Time Codes & Regulations



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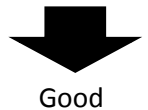
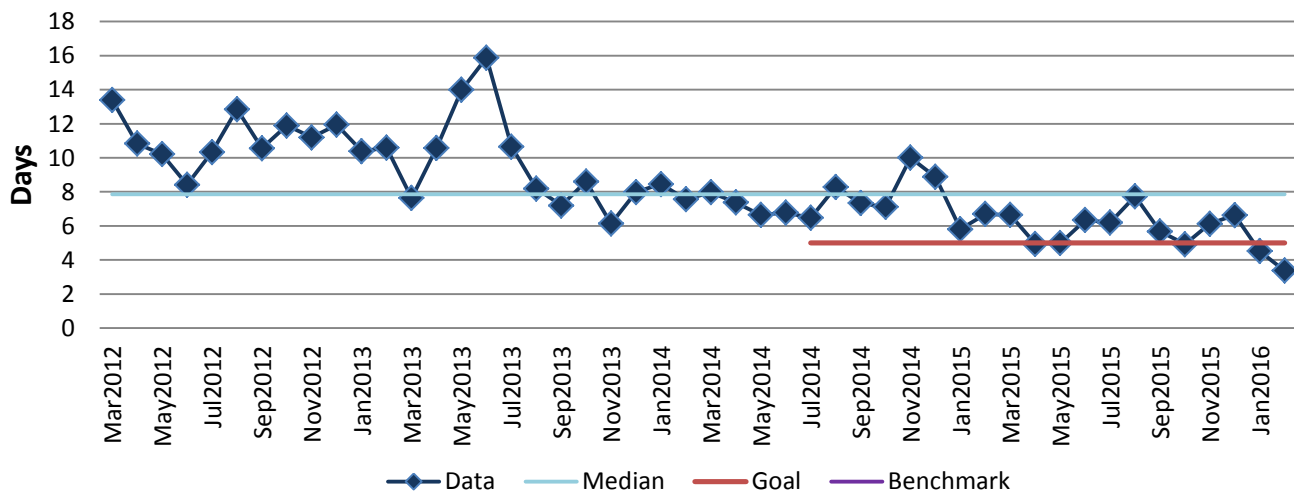
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: Average 14 Days FY 2012</p> <p>Goal: Respond within 5 days for initial complaints.</p> <p>Benchmark: TBD</p>	<p>Data Source: Hansen</p> <p>Goal Source: Department Management Team</p> <p>Benchmark Source: TBD</p>	<p>Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions</p> <p>Measurement Method: The average time from complaint to initial inspection in days.</p> <p>Why Measure: Measure our responsiveness to citizen complaints</p> <p>Next Improvement Step: Continue to emphasize new complaints with a priority on urgent cases.</p>

How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Average		Feb2016 Goal	Feb2016 Actual	
5	6		5	3	
Days	Days		Days	Days	

Property Maintenance Initial Response Time



Root cause analysis is not necessary because there is no gap between the goal and current performance.